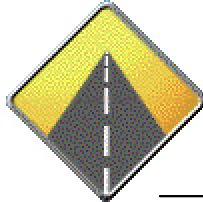


# *Rollin' Along!*

**July 2002**

A Quarterly Publication From Maricopa County Equipment Services

Going The



Extra Mile

*From time to time there are employees that go the extra mile to make a customer's day brighter and to make a difference in work flow processes that give better customer service and satisfaction. Here are a few examples of "Going The Extra Mile".*

## **Parts Man**

Recently we changed some processes in our parts department, which improved the organization, identification and location of parts in the Durango storeroom. After a short time, it was realized that if we applied the same process changes at our satellite service centers we would not only better serve the technicians, but also provide quicker service to our customers. Alex DeAlva, one of our parts specialists at Durango took matters into his own hands and made a decision to implement the changes at the satellite service centers. Alex traveled to the satellite service centers and coached the technicians on parts organization, parts movement and re-ordering.

*Kudos to Alex DeAlva*

## **Safety Man**

A few weeks ago, Bruce Steele was re-activated to military service and embarked on a journey to the Middle East, and will be away for about a year. With his absence, comes a void in the Safety section of Equipment Services. Mario Galaz stepped up to fill his absence. Mario will be doing double duty until Bruce returns. It should be recognized that Mario will have his hands full with all of the fuel and environmental issues that Bruce addressed.

*All Right Mario*

## **Customer Service**

As most of you know, Greg Taylor was our Customer Service Supervisor. Greg has been dealing with a few medical problems and has been unable to be with us for a while, but hopefully will return in the near future. With his absence of direction, Barb Chatfield offered to fill his spot until he returns. Barb will be pulling double duty, which includes her busy schedule as the Information Systems Team Leader and now the Customer Service point person. Barb stated that she loves being busy but couldn't do it without the support of the Customer Service members and all of the staff.

*This Is Great Stuff*

## **Comment Cards**

Vehicle comment cards are a way to express your satisfaction with our service.

Keep those Customer Comment Cards coming in, this is the fuel we live on. A happy technician means a safe/happy department. Happy technicians give better service, which results in happy customers.

## **Here are some of the happy technicians:**

John Winkler – Good Job  
Jon Moyle – Jon was great  
John Winkler – Great attitude  
John Winkler – Exceptional

## **Safety Corner**

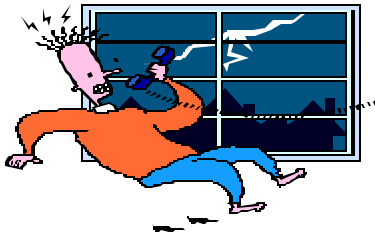
### **The Monsoon Is Coming**

#### **Lightning**

Lightning kills and injures countless citizens from lightning strikes. Lightning has been appropriately called "the underrated killer." Every thunderstorm contains this potential killer. Whether it is the severe springtime thunderstorm or the more common afternoon summer variety, that electrical charge (which may reach 100 million volts) is always present and searching for the path of the least resistance to complete the circuit. It might strike you, an isolated tree or an object in the open. Keep in mind that you do not have to be standing directly beneath a cloud to be zapped.

#### **If you are outdoors and cannot seek shelter in a large building or house:**

1. Stay away from open water, tractors, farm or lawn equipment or small metal vehicles such as motorcycles, bicycles or golf carts.
2. Do not stand underneath tall isolated trees or telephone poles.
3. Avoid hilltops or open areas.
4. Stay away from wire fences, clotheslines, metal pipes and railings.
5. Don't talk on the phone.



## **Employee Corner**

### **Newbies**



**Dennis Butcher**

Our newest Parts Dept. member, Dennis has been in parts since 1969. Dennis came to the Valley 15 years ago (almost a native), and collects Hot Wheels. I understand his collection is quite unique.

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**Verne Turner**

Verne will be utilizing his 28 years of mechanical experience in the Preventive Maintenance shop at Durango. Verne came to the Valley from Massachusetts six months ago and states he and his wife are just going to love it here. Verne's second love is "OLD CARS".

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**Luis Razo**

Luis is currently assigned to Customer Service and will help in other areas when needed. Luis retired three years ago after a 20 year stint in the Army. Luis has lived in the Valley for 13 years and calls this warm place home.

## **Employee Corner**

### **Newbies**



**Mark Owens**

Mark is our newest PM shop technician. Born in Tucson, raised in Oklahoma City, returned to the Valley 18 years ago, I guess that makes him a double native. Mark has been in the automotive repair business for 10 years and loves the challenges. He is a 4-wheel enthusiast and can't wait to get back out in the hills.

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**Bob Ronk**

Bob is our newest hire who will be joining the HD section. Bob has 20 years of light and heavy duty repair & maintenance experience. He came to Phoenix 1 ½ years ago from Indiana. (Hoosier) Bob is an avid motorcycle buff and races when he can.

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# **Welcome!**

Please stop by and meet our new folks. While you're here, why not say hello to your old friends that keep your fleet running.

## AAA ARIZONA FUEL REPORTS

### GAS PRICES RISE SINCE MAY, BUT WON'T STOP TRAVELERS THIS INDEPENDENCE DAY

**Phoenix, Arizona— June 18, 2002—** A month's worth of penny increases finally added up to higher gas prices. According to AAA Arizona's Monthly Fuel Report, the statewide average price for self-serve regular unleaded gasoline is \$1.462 per gallon, 4.7 cents higher than in May. This is 18.3 cents below last June's average price of \$1.645 per gallon.

Locally, the average price for fuel in Phoenix is \$1.444 per gallon, 4.8 cents higher than last month. In the rural areas, motorists are paying an average of \$1.490 per gallon, up 2.3 cents. Tucson's average price for unleaded fuel also is up almost two cents to \$1.391 per gallon.

Nationally, the average price for gasoline is down 1.4 cents this month to \$1.386 per gallon. Crude oil prices have fluctuated since last month from \$29 per barrel, to \$24 last week, to \$26 per barrel currently.

For motorists planning a trip they can expect higher fuel prices in California: \$1.635, Nevada: \$1.540 and the District of Columbia: \$1.533 per gallon. The least expensive gas prices can be found in Georgia: \$1.231, South Carolina: \$1.241 and Oklahoma: \$1.250 per gallon.

	Unleaded	Mid-Grade	Premium	Diesel	Propane
<b>Phoenix</b>	1.444	1.538	1.631	1.458	
<b>Tucson</b>	1.391	1.485	1.588	1.527	
<b>Rural</b>	1.490	1.516	1.656	1.454	
<b>Statewide</b>	1.462	1.524	1.612	1.456	
<b>National</b>	1.386	1.472	1.525	1.360	
<b>Maricopa County Equipment Services</b>	1.200			1.320	1.170

Cheap gas prices and the opportunity for a long holiday weekend are expected to spark holiday travel. AAA projects a total of 36.7 million Americans will travel 50 miles or more this Independence Day, up almost one percent from 2001. 32 million Americans are expected to travel by motor vehicle, up 1.4 percent from last year. Besides traveling by motor vehicle, 4.4 million people are expected to travel by air, down 4.5 per cent from last year. Another 300,000 travelers will take a train, bus or use another form of transportation.

Towns and rural areas top the list this holiday weekend, with 32 percent of travelers expected visit that type of destination, followed by 21 percent going to beaches or oceans, 12 percent to lakes, 5 percent to mountains, 3 percent to state or national parks, 2 percent to theme parks and 4 percent have undecided travel plans.

Save fuel and money while driving  
safely and protecting the environment

Effective use of energy is a learned behavior. To conserve, we must slow down and find ways to do more with less. The benefits of fuel conservation are a healthier environment, financial savings and improved safety on our roads.

**PROPANE**  
EXCEPTIONAL ENERGY™

## Trux Stop

At Equipment Services, **customers drive our business**. For this reason, the Equipment Services team is helping them to drive down costs with **our total life cycle approach** to fleet management. Like our competitors, by effectively coordinating and managing the allocated purchase, funding, maintenance and remarketing of vehicles **throughout their entire life cycle**, we keep safety / quality high while actually reducing the total cost to the customer. This comprehensive approach to fleet management ensures that each of our many **services support and enhances** the other. Everyone benefits from total life cycle management. Never forget, as long as you're in the drivers seat, we'll be working to **drive your costs down**.

Source: Automotive Fleet Magazine May 2002

### **"Service First and Always"**

#### **New address on the block**



Here is the long awaited Durango Parking Garage. It will serve the employees of all Durango departments that are within walking distance. Located directly South of Equipment Services or just North of the Durango Jail. Stop by and take a peek.

## Check This Out



Don't forget, Equipment Services has added a special technology feature to better communicate your needs and concerns. Effective December 1<sup>st</sup>, 2001, you can simply e-mail your needs, concerns and comments, or request a PM schedule time. On the "To" line, type in "fix-it". This will send your message to our Customer Service staff and generate a return response to you ASAP on regular workdays.

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**Well all right now,  
Who'll give me a fifty-dollar bid?**



Recently Equipment Services contracted out the vehicle & equipment auctions to Sierra Auction who was the successful bidder. Their expertise and extensive customer base attracted over 600 bidders to the April 6<sup>th</sup> auction. With this kind of turnout, it's no wonder that they sold all of the vehicles and equipment at a price that met our expectations. All out of service vehicles and equipment are delivered to Sierra for their "once a month" auction which is on the first Saturday of each month.

### ***Did You Know...***

#### **Traffic lights were in use before there were motorcars**

Traffic lights were used before the advent of the motorcar. In 1868, a lantern with red and green signals was used at a London intersection to control the flow of horse buggies and pedestrians.

When motorcars were introduced to the US in the late 1890s, Police Officer William Potts used railroad signals for street traffic, adding the amber light. His electric traffic lights were installed in 1920 in Detroit, Michigan, USA. They were manually controlled. The first automatic traffic light was invented later in 1920 by Garrett Morgan and first used in Cleveland, Ohio, USA.